

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Post Office Structure Plan

Docket No. N2012-2

PRESIDING OFFICER'S INFORMATION REQUEST NO. 1

(Issued June 8, 2012)

The Postal Service is requested to respond to the following questions to clarify the record on its request for an advisory opinion under 39 U.S.C. 3661(c) regarding the Post Office Structure Plan (POSTPlan).¹ In order to facilitate inclusion of the requested material in the evidentiary record, the Postal Service shall have a witness attest to the accuracy of the answers and be prepared to explain, to the extent necessary, the basis for the answers at the hearing. Responses shall be provided as soon as they are available, but no later than June 15, 2012.

The following questions refer to witness Day's testimony (USPS-T-1):

1. In his testimony, witness Day states that the Postal Service will review, on an annual basis, Remotely Managed Post Offices (RMPOs) and Part-Time Post Offices (PTPOs) to determine appropriate window service hours for these post offices. See USPS-T-1 at 11.
 - a. Please describe the process for annually reviewing each RMPO and PTPO. Include the criteria the Postal Service will consider during this annual review.

¹ United States Postal Service Request for an Advisory Opinion on Changes in the Nature of Postal Services, May 25, 2012 (Request).

- b. How will the Postal Service consider feedback from the community when determining window service hours during the annual review process?
2. Witness Day states that the Postal Service has modified its Change, Suspension & Discontinuance Center computer system to include a new customer survey with more questions measuring non-revenue transactions at post offices. USPS-T-1 at 23-24. Please describe how non-revenue transactions at post offices will be considered when determining a post office's Adjusted Earned Workload (Adjusted Workload).
3. Witness Day states, "Nonexecutive-staffed Post Offices receive a classification within one of two ranges, EPM Levels 51 to 55 or EAS Levels 11 to 26, depending on the Postmaster level for that facility." USPS-T-1 at 5. Besides the Postmaster level, what other factors (e.g., measures of workload or other physical attributes) determine the EAS or EPM level of a facility?
4. Page 6, Figure 2, shows current average window service hours and earned workload for the POStPlan offices by current post office classification.
 - a. Please explain how the Average Earned Workload Hours per week (last column in Figure 2 on page 6) are calculated.
 - b. Do the Average Earned Workload Hours per week (last column in Figure 2 on page 6) include the 10 percent multiplier factor?
5. Page 6, footnote 3, states that "the term earned workload reflects a combined value for the mail distribution, Post Office Box delivery and retail window service activity at a facility."
 - a. Please describe and provide any available documentation showing how to calculate earned workload as the term is used in witness Day's testimony.
 - b. Please explain how Work Service Credit is factored into the calculation of earned workload.

6. Witness Day states, “The Postal Service generally will not study for discontinuance candidate Post Offices as part of the POSTPlan unless the community has a strong preference for discontinuance....” USPS-T-1 at 15. Please explain how the Postal Service will determine whether a community has a “strong preference” for discontinuance.
7. When a post office is “upgraded” as that term is used in witness Day’s testimony (see *generally* pages 10-14), please explain what this entails beyond changing the EAS or EPM level of the Postmaster.
8. Witness Day states, “Specifically, a Post Office that is 25 or more driving miles from the nearest Post Office or that is outside a 25 mile radius of the nearest APO” will be known as a PTPO. USPS-T-1 at 13-14. Please provide the rationale for selecting 25 miles as the threshold for establishing PTPOs.
9. How is the number of customer visits factored into a decision to realign a particular post office’s hours?
10. The Postal Service stated in a press release that once the POSTPlan has been completely implemented, “the Postal Service estimates savings of a half billion dollars annually.”² Please provide an estimate of the anticipated savings from implementing the POSTPlan and electronic worksheets showing how the savings are calculated.
11. Please explain any efforts the Postal Service has made to estimate the expected impact on revenue from reducing window service hours under the POSTPlan. Include electronic worksheets showing how this estimate was calculated.

² United States Postal Service, “New Strategy to Preserve the Nation’s Smallest Post Offices,” May 9, 2012.

The following questions refer to Postal Service library references.

12. Please explain where the data developed on the spreadsheets in Library Reference No. 3 (USPS-LR-N2012-2/3) are incorporated into the spreadsheet "Summary.xls" in Library Reference No. 1 (USPS-LR-N2012-2/1). Please provide revised spreadsheets with links.
13. Please explain why the number of records shown on the spreadsheets "CSV_Calc.xls" and "SOV_Calc.xls" in Library Reference No. 2 (USPS-LR-N2012-2/2) do not equal the number of records shown on the spreadsheet "Summary.xls" in Library Reference No. 1.
14. For Library Reference No. 2 (USPS-LR-N2012-2/2), please provide definitions for the data field "MPOO Code" used on spreadsheets "CSV_Calc.xls" and "SOV_Calc.xls."
15. Please provide available walk-in stamp revenue, total walk-in revenue, and permit revenue for each facility listed in Library Reference No. 1 (USPS-LR-N2012-2/1, "Summary.xls").

General Questions

16. How will the POSTPlan affect carrier operations at post offices that are converted to RMPOs and PTPOs?
17. Assume that the Postal Service proceeds with a discontinuance study of a candidate post office and replaces services with a nearby post office. What will happen if another community located in the footprint of the nearby post office chooses to use a nearby post office? How will the Postal Service handle the ripple effect of such decisions?

18. The Postal Services states that the “POStPlan will continue to provide ‘a maximum degree of effective and regular postal services to rural areas, communities and small towns.’” The Postal Service adds that “communities will continue to receive postal services that meet or exceed their actual use. Thus, effective postal services will continue to be provided to residents of rural communities.” Request at 10. Please identify any other factors the Postal Service considered when determining whether the POStPlan is consistent with the other relevant policies of title 39, including, among others, section 101(b).

Nanci E. Langley
Presiding Officer